

MAIL STOP
AMENDMENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: T. Yamada et al. Attorney Docket No.: MRSH119253
Application No.: 09/823,282 Group Art Unit: 2655
Filed: March 30, 2001 Examiner: T.P. Lao
Title: USER SUPPORT APPARATUS AND SYSTEM USING AGENTS

AMENDMENT TRANSMITTAL LETTER

Seattle, Washington 98101

October 29, 2004

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NOV 03 2004

Technology Center 2600

TO THE COMMISSIONER FOR PATENTS:

A. Amendment Transmittal

Transmitted herewith is an amendment in the above-identified application.

X 1. No additional claim fee is required, as shown below.

COMPUTATION OF FEE FOR CLAIMS AS AMENDED

	Claims Remaining After Amendment		Highest Number Previously Paid For		Present Extra		Rate		Additional Fee
Total Claims	8	-	30	=	0	x	18	=	0
Independent Claims	3	-	6	=	0	x	88	=	0
TOTAL									\$0

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Suite 2800
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B. Additional Fee Charges or Credit for Overpayment

The Commissioner is hereby authorized to charge any fees under 37 C.F.R. §§ 1.16, 1.17 and 1.18 which may be required during the entire pendency of the application, or credit any overpayment, to Deposit Account No. 03-1740. This authorization also hereby includes a request for any extensions of time of the appropriate length required upon the filing of any reply during the entire prosecution of this application.

Respectfully submitted,

CHRISTENSEN O'CONNOR
JOHNSON KINDNESS^{PLLC}



Laura A. Cruz
Registration No. 46,649
Direct Dial No. 206.695.1725

I hereby certify that this correspondence is being deposited with the U.S. Postal Service in a sealed envelope as first class mail with postage thereon fully prepaid and addressed to Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the below date.

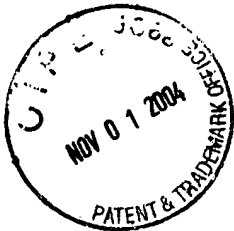
Date:

October 29, 2004

Victoria Sellers

LAC:vas

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AMENDMENT B

Seattle, Washington 98101

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INTRODUCTORY COMMENTS

Please cancel Claim 22. Please amend Claims 23-25 as shown in the attached pages.

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